

**Jo Anne**

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**From:** Don Elias <donelias1965@yahoo.com>  
**Sent:** Wednesday, February 15, 2023 8:17 PM  
**To:** Jo Anne  
**Subject:** Re: Re Business

**Cyber Security:**

1. The website itself is a secured [https](#) and has some protections that way.
2. Both computers are updated regularly with the Norton Antivirus Software.
3. PCI Compliance is done annually.

The real security is in the PCI compliance is that the form where the credit card payments are accepted are through Converge itself and so their security is in full force. Additionally, I do not take physical credit card payments, they are entered via the website. When people call in their payment (which several people do) all their information is never written down, it is entered into the website as they verbally tell me their information. Each field is read back to them for verification, but never stored. There has been a time or two where people call and leave a message with their credit card payment information and I simply delete the message - and I don't even use it, I call them back and make them give it to me verbally.

4. The computers are not networked, so if one is "hacked," the other one isn't hacked.
5. I have usernames and passwords in a Norton Antivirus Vault.
6. The wifi router is password protected.
7. Backups are done in real-time through Carbonite. As a file is saved, it is already being saved through Carbonite.

This is a start... There are probably more securities in place, but I can't think of any others at this time.

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